

DOIT MASTER AGREEMENT NUMBER: B-03-013		DOIT APPROVAL DATE: 2/5/04						
VENDOR NAME: MCI WORLDCOM Communications, Inc.		FEIN: 47-0751768						
SERVICE/PRODUCT NAME: ATM and Frame Relay Service - Frame Relay Service								
<p><u>SERVICE/PRODUCT DESCRIPTION:</u></p> <p>Frame Relay is a high-speed data transport service designed to provide cost-efficient data transmission for intermittent traffic between local area networks (LANs) and between end-points in a wide area network (WAN). Information is divided into frames or packets before it travels through a series of switches within the network and arrives at its destination. The routing of the packets is based on the destination address, contained within each packet.</p> <p>Frame Relay uses permanent virtual circuits (PVCs) to transmit the data packets. The PVCs are logical paths configured between two points and they connect the ports together in order for transmission of data to occur. The PVCs will always choose the provisioned logical path to send traffic. Only in case of network failure will the packets be sent down an alternative route.</p>								
<p><u>SERVICE LEVELS:</u></p> <p>Frame Relay</p> <table> <tr> <td>End-to-End Network availability:</td> <td>99.8%</td> </tr> <tr> <td>End-to-End Network Mean Time to Repair:</td> <td>4 hours</td> </tr> <tr> <td>Network Transit Delay:</td> <td>90 milliseconds</td> </tr> </table> <p>Further details on Frame Relay Service Level Agreements are available from your MCI Account Team.</p>			End-to-End Network availability:	99.8%	End-to-End Network Mean Time to Repair:	4 hours	Network Transit Delay:	90 milliseconds
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<p><u>SERVICE AVAILABILITY/LIMITATIONS:</u></p> <p>Available without limitations, however Frame Relay network designs must be verified with the MCI Account Team.</p>								